

# Six - Year Statistics on Hotline Call and Intake Volume

Data as of September 30, 2020

Full-Year Data for Fiscal Years 2016 - 2020

YTD Data for Fiscal Year 2021

**406 E. Monroe Street · Springfield, Illinois 62701**  
**217-785-2509 · 217-524-3715 / TTY**  
**[www.DCFS.illinois.gov](http://www.DCFS.illinois.gov)**

**Illinois Department of Children & Family Services**  
**State Central Registry Call and Intake Volume**  
Fiscal Year to Date 9/30/2020

		FYTD 2021		FY 2020		FY 2019		FY 2018		FY 2017		FY 2016	
		Total		Total		Total		Total		Total		Total	
Call Volume		50,408		249,260		268,406		276,538		252,568		245,388	

  

Intake Type	Intake Sub Type	Total	% of All Intakes	Total	% of All Intakes	Total	% of All Intakes	Total	% of All Intakes	Total	% of All Intakes	Total	% of All Intakes
Assigned	CA/N	20,990	43.8%	80,823	47%	86,942	47.8%	81,245	49%	75,003	43.4%	78,571	43.3%
	CWS	3,261	6.8%	9,045	5.3%	5,536	3%	6,006	3.6%	6,011	3.5%	8,665	4.8%
	Information Only	2,279	4.8%	8,970	5.2%	18,212	10%	14,456	8.7%	8,880	5.1%	8,184	4.5%
	Licensing Complaint	3	0%	9	0%							2	0%
	Licensing Referrals	223	0.5%	760	0.4%	892	0.5%	854	0.5%	955	0.6%	1,094	0.6%
	Licensing Resource Inquiry											2	0%
	Neglect By Agency	4	0%	7	0%	8	0%	24	0%	37	0%	7	0%
	Related Information	7,646	16%	25,829	15%	27,063	14.9%	23,646	14.3%	23,548	13.6%	25,315	14%
	SIDS/Unusual Death	59	0.1%	263	0.2%	247	0.1%	239	0.1%	241	0.1%	242	0.1%
Assigned Total:		34,465	72%	125,706	73.1%	138,900	76.3%	126,470	76.2%	114,675	66.3%	122,082	67.3%

  

Intake Type	Intake Sub Type	Total	% of All Intakes	Total	% of All Intakes	Total	% of All Intakes	Total	% of All Intakes	Total	% of All Intakes	Total	% of All Intakes
Other	Crank Calls / Harassment	23	0%	61	0%	46	0%	20	0%	25	0%	63	0%
	Hang Up / Wrong Number	932	1.9%	1,048	0.6%	435	0.2%	438	0.3%	829	0.5%	1,108	0.6%
	I & R					3	0%	5,901	3.6%	27,122	15.7%	30,352	16.7%
	Miscellaneous Calls	4,365	9.1%	10,002	5.8%	9,587	5.3%	6,042	3.6%	1,829	1.1%	760	0.4%
	No Report Taken	7,088	14.8%	33,906	19.7%	32,535	17.9%	26,545	16%	27,511	15.9%	22,186	12.2%
	SCR Maintenance											3,274	1.8%
	Transfer	1,015	2.1%	1,188	0.7%	557	0.3%	503	0.3%	944	0.5%	1,470	0.8%
Other Total:		13,423	28%	46,205	26.9%	43,163	23.7%	39,449	23.8%	58,260	33.7%	59,213	32.7%
All Intake Total:		47,888	100.0%	171,911	100.0%	182,063	100.0%	165,919	100.0%	172,935	100.0%	181,295	100.0%

**Abbreviations:** Child Abuse/Neglect (CA/N), Child Welfare Services (CWS), Intake & Referral (I&R). Mandated Caller/No Report Taken (MCNRT), State Central Registry (SCR, or Hotline).